

## **Guidelines for New Melones Lake Volunteers**

### APPEARANCE, CONDUCT AND ATTITUDE

1. While not employees of the federal government, volunteers are viewed by the public as official representatives of the agency. Therefore volunteers are required to conduct themselves in a manner befitting a public servant of the U.S. Department of the Interior, Bureau of Reclamation.
2. Tact, diplomacy, and courtesy shall be exercised while interacting with the public, park employees, law enforcement personnel, and other volunteers.
3. Volunteers shall comply with all agency policies and federal, state and local laws at all times.
4. Volunteers are required to know and stay within their physical/technical limits and abilities. Safety is the number one priority.
5. Volunteers shall maintain a clean and neat appearance. Clothing shall be worn as appropriate to the duties being performed. Campground hosts and visitor center volunteers are required to wear the authorized New Melones Lake volunteer uniform while on duty.

### CONDUCT PROHIBITED

1. Volunteers may not be under the influence of alcohol or drugs while on duty.
2. Volunteers may not enforce park rules and regulations. Educating visitor(s) of a rule or regulation in a polite and professional manner as a fellow visitor to New Melones Lake is permitted.
3. Volunteers shall not discuss internal Reclamation or other agency issues or opinions of their employees/employer with the public.
4. Volunteers shall not use government facilities or property without authorization.
5. Volunteers may not administer first aid except as a private citizen, in accordance with their level of training and their current certification. The Good Samaritan Law is in effect in California.
6. Volunteers shall not interview with members of the media, formally or informally. All media inquiries shall be directed to the Administration Office, Public Affairs Office or a Reclamation staff member.

### VISITOR INTERACTION

1. **In case of emergency dial 911 then a Park Ranger or other Reclamation staff.**

2. You may identify yourself as a New Melones Lake volunteer for the purpose of assisting visitors.
3. If a visitor has a concern regarding park procedures and policies, please notify, or have the visitor contact a Park Ranger or the administrative office.
4. Observe and report on any illegal activities you witness. **DO NOT confront the violators.** Get a description of the violators and their vehicle if you see it, and notify a Bureau of Reclamation Ranger or Administrative staff.
5. If you feel your safety is threatened, immediately remove yourself from the scene and notify a Park Ranger and/or law enforcement.
6. If a visitor is abusive, threatening, or physically harms you or another person you should immediately call 911 or notify the appropriate county Sheriff's department, then contact a Park Ranger or other Reclamation staff.

## EQUIPMENT

1. Tools or equipment supplied and used by the volunteer while on duty must be approved for use by the Volunteer Coordinator. The equipment must be used and maintained according to the manufacturer's instructions.
2. Volunteers are responsible for their own equipment and property. The Bureau of Reclamation will not be responsible for any wear, tear or damage to a volunteer's personal equipment or property.
3. Volunteers will be responsible for the care and return of any equipment supplied/loaned by the Bureau of Reclamation including replacement for loss or damage due to negligence. The equipment must be used according to the manufacturer's instructions.
4. All required personal protection equipment must be worn in accordance to the manufacturer's instructions while using tools and equipment.

Failure to follow these guidelines, and/or reoccurring verbal and/or written complaints from visitors, BOR employees, sheriff's office employees, or other volunteers will result in appropriate action and/or termination of the Volunteer Agreement.

The New Melones facilities are open to all visitors, regardless of age, creed, color, national origin, gender, and religion.

I have read, understand and agree to abide by the above stated guidelines while on duty as a New Melones Lake Volunteer.

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Volunteer Signature

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Date

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Volunteer Coordinator Signature

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Date